



# MELIN HOMES



**COMMUNITY  
SUSTAINABILITY  
REPORT  
2015-2016**

# ABOUT

Melin Homes has been running as a non-profit social landlord since 2007, providing affordable, high quality, energy efficient homes to families in South and South-East Wales. As a non-profit social landlord, Melin Homes reinvests profits back in to the organisation. We use profits to invest in communities and improve the lives of our residents and tenants. This is our Community Sustainability Report for 2016 which covers our sustainable development strategy and looks forward to what we hope to achieve in future.

Our tenants and residents live in eight local authorities in South Wales. Melin Homes currently provides communities with 3,975 homes and has built 243 homes over the last three years.



At Melin Homes, we realise the importance of working sustainably. In Wales, Sustainable Development is now law through the Well-being of Future Generations Act. This law is about improving the social, economic, environmental and cultural well-being of Wales. It makes public bodies listed in the Act think more about the long-term, work better with communities and people, look to prevent problems and take a more joined up approach when delivering their services.

We believe that Sustainable Development means everyone in society working together for a shared goal. We believe that we fit into the Sustainable Development framework set out in the Well-being Act and so we strive to positively impact the environment and communities, and also influence the businesses we work with to share our visions and values.

# VISIONS

- To be an excellent landlord
- To be a major provider of new homes
- To be a partner of choice
- To create opportunities for residents and communities
- To be a vibrant place to work



# GOALS

Improve STAR survey results

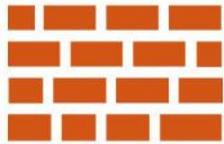
Grow 'Now Your Home'

Discover new energy projects

Enhance 'Care and Repair' services

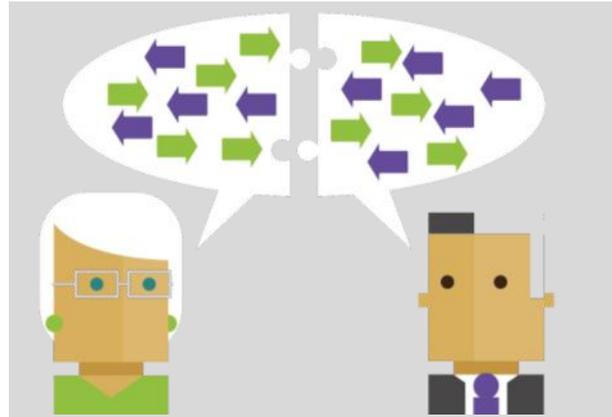
Implement 'Investors in People'

# VALUES



**COMMUNITIES AND PEOPLE,  
NOT JUST BRICKS AND MOTAR**

£2 reinvested for every £1 spent



## ACCESSIBILITY

£5.2 million extra income for people in Wales



## EQUALTY & DIVERSITY

360 residents helped into employment or training



## INNOVATION

92% waste materials recycled from Melin contract work

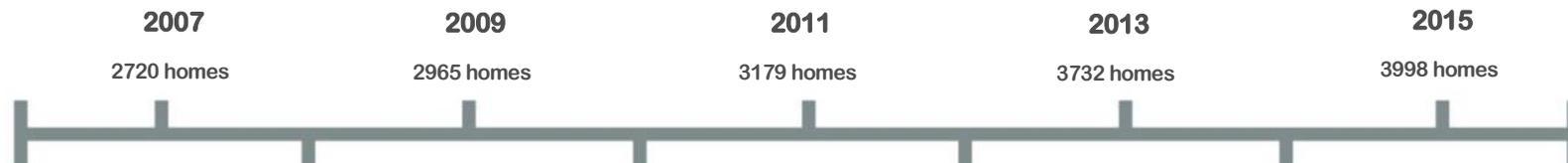


# TIMELINE



## PARTNERSHIPS

742 indirect employment opportunities through our supply chain



# THE WAY MELIN WORKS

## OUR TEAMS

**DEVELOPMENT** work on building high quality and energy efficient homes for new tenants and residents. The work involves collaboration with local authorities to meet the long term needs of the area and engaging community groups to address long term community challenges. 'Now Your Home' delivers a wide range of tenancy options and supports the Welsh Government and the local authorities who aim to continue providing affordable homes when public services have been subject to large spending cuts.

### COMMUNITIES, ENTERPRISE AND

**PERFORMANCE** deliver work and training opportunities to tenants and residents. The team work on community development to enhance opportunities for employment through training and apprenticeships, by working with our large network of small and medium size Welsh businesses.

Communities, Enterprise and Performance also partner schools to local sports clubs so that children in the community have access to active lifestyles and the opportunity to train with teams like Newport County Football Club and Gwent Dragons.

The team also organise activities with the community, for the benefit of the community – including litter picking days and creating a community garden.

**HOUSING** manage front line housing and neighbourhood services, working with tenants and residents to deliver our customer contact service. The team makes sure our communities are safe by dealing with incidents of anti-social behaviour.

### Staff profile

Allan Eckley is a Money advisor and has worked for Melin for the last three years: "My role is to enable residents to be able to take control of their finances and to keep residents from becoming homeless, and to stop them living in poverty by helping to put money back into residents' pockets. Since April 2016 the team of four have successfully put £879,492.98 into the pockets of residents. We successfully stop residents from becoming homeless and help with debt.

We supply debt solutions through a partner debt specialist, benefit checks for missing benefits that residents are entitled to but never know they were eligible for. We work one day a fortnight at Torfaen Citizens Advice Bureau. We are accredited Advisors, we work closely with local authorities and assist in any way we can."

**BEING GREENER** offer energy efficiency advice to tenants and residents. The advice is part of the Being Greener mission to deliver long term savings to tenants and residents from lower energy bills.

Being Greener also work on projects with employees to reduce Melin Homes carbon footprint through

various streams of energy use. In 2015, Being Greener ran a project to reduce the amount of printing in the office and Melin Homes has already seen paper use reduce by half.

The team have also worked with the Welsh Government and Local Authority partners to help install energy saving measures to households in South and West Wales. The schemes have seen delivery of wall insulation, full heating systems and solar panels to over 5,000 homes since 2012. The project has also meant working with small and medium size Welsh businesses to maximise spending in Wales and reinvest in local businesses and communities.

**ASSET MANAGEMENT** provide value for money to tenants and residents with responsive maintenance services. The Melin Homes Direct Work Force includes gas and plumbing services, electrician services and painting and decorating.

**CARE** work with tenants and residents to maximise physical and mental well-being in our communities.

Care also runs the 'In One Place' programme, a collaborative project with health and social care organisations to provide accommodation and enhance care and support services.

## Staff profile

Shona Martin is Living Well Manager and has worked at Melin Homes for over 11 years. "My role is to develop intelligence about local housing need to inform service and new homes developments. Since it was formed in 2007 Melin has added over 1,200 new affordable homes to their portfolio. Melin realises that as well as providing new homes we need to develop services to support an ageing population. We recently committed to work towards becoming a dementia-friendly organisation and to improve the design of our supported housing to meet the needs of people with sight loss. We also highlighted the important role we play in protecting vulnerable adults. My job is to identify new opportunities for Melin to grow in ways that support communities and individual health and wellbeing.

## BUSINESS CONSULTANCY

manage many services available for Melin Homes staff, including the Zest programme which focusses on improving staff well-being and has already resulted in high levels of employee satisfaction and reduced sickness levels.

The sustainability team deliver new initiatives to continually reduce the amount of energy and materials we use at Melin.

Business consultancy also looks after information technology (IT), health and safety, communications and finance. IT are currently busy creating a new database unique to Melin Homes to record all of our environmental, community and supply chain data.



## Staff profile

Trisha Hoddinott is Principal Sustainability Officer and has worked at Melin Homes for over three years.

"My role is crucial in ensuring sustainable development is understood and embedded in Melin Homes.

Melin has always done excellent work to build sustainable communities and my job is to capture the great work, recognise where improvements can be made and support staff to understand how their work fits into the sustainable development framework in Wales.

As part of the Business Consultancy team, our greatest achievement in

2016 has been working to become a paperless team. We now work on whiteboard desks so we no longer need notepads or diaries. We are now rolling out this initiative across Melin and already we have reduced paper printing by 44%, equivalent to saving 13 trees!"

# MELIN IN WALES

**TURNOVER** is a measure of all of Melin Homes business activity throughout the financial year which runs from April to March.

Our increase in turnover is part of our commitment to build more and more quality and energy-efficient homes for families in Wales.



## SPEND IN WALES

Melin Homes works to maximise the value of the Welsh pound by working with local suppliers on contracts in Wales. The Melin Homes procurement policy promotes local, recycled and reusable goods. We monitor this policy regularly to ensure we can meet targets to reinvest into the Welsh economy. Currently, for every £1 we spend, £2 is re-invested into local communities and the Welsh economy.



**2014**  
**£15,202,952**

**2015**  
**£19,224,819**

**2016**  
**£32,185,317**



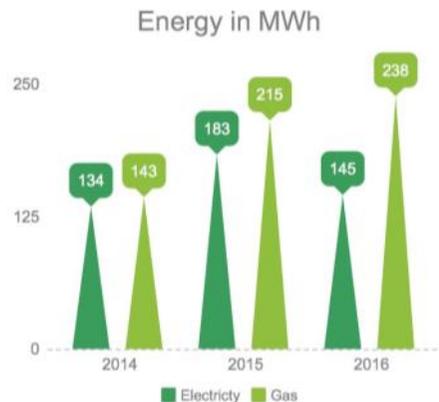


Melin Homes manages environmental performance through its Energy Green Group, or EGG. EGG is made of up representatives from every part of the business to discuss energy efficiency issues and monitor Melin's performance. The purpose of the group is to act as the hub for all energy efficiency and carbon reduction activities within Melin and to drive forward the actions contained within the Carbon Emissions Reduction Action Plan.

## ENERGY

Our energy usage is a combination of the gas and electricity used to power the Melin Homes offices. Some gas and electricity meter readings were not available during the 2013-2014 financial year. Our overall energy usage fell by 4% in this period despite an increase in gas usage.

Melin Homes produces renewable energy from solar panels we have installed on the roof of our buildings. We have solar panels on the office roofs which have saved 50MWh, about four months worth of electricity.



## MELIN'S ENERGY ADVICE

We have launched a new energy advice service to help residents save energy and money. Residents can access free energy advice and a home energy health check. We have already helped Mr and Mrs Morris, Melin residents for over eight years, to save £350 a year on fuel bills!

## COMPANY VEHICLES

Melin Homes runs a fleet of 26 vehicles to carry out essential care for our tenants and residents. 24 of the vehicles are works vans which carry out maintenance and repair work. 2 vehicles are electric hybrid pool cars. The electric hybrid cars allow staff to visit residents using a car which is cheaper to run and does not release as much carbon dioxide.

We have a Green Travel Plan to encourage active travel to work. Currently, 1.7% of staff travel to work using active transport and 10.9% of staff car share. As part of the Green Travel Plan, we offer better mileage rates for car sharing on business travel and we also have a Melin Homes minibus to transport staff to community activities.

## WATER

We monitor our water usage by taking both monthly readings and overnight readings. Overnight readings can help us locate leaks and if we are using water when we don't need to be. Close monitoring of water use highlighted unnecessary auto-flushing in staff urinals which has already resulted in a reduction of water use.

## PAPER

The amount of paper we use at Melin Homes was flagged up during an EGG meeting. Our office printers now work using 'Follow Me printing', where the user must walk to a printer in order to print off a document. The document does not automatically print out but will only print after the print is confirmed on the printer. The EGG group has also started a competition within Melin; monthly announcements identify which business unit has reduced paper. So far, in the first three months of the 2016-2017 financial year, we have saved the equivalent of 13 trees!



## WASTE

We have introduced waste food bins in our offices to generate compost for our communal garden which we are creating with the help of Growing Spaces (Mental Health Charity), Pollen8 Cymru and Morris of Usk. We previously did not separate food waste from general waste so this has resulted in large reductions in our waste sent to landfill and a greener space outside for staff to enjoy that also promotes biodiversity.

## CARBON FOOTPRINT

Our total carbon footprint is a combination of all the carbon dioxide of our business activities measured in tonnes. Our overall usage fell by 13% from last year.

## CO2 (in tonnes)



Below is a similar diagram which shows Melin's carbon footprint as a proportion of turnover in millions of pounds. We have reduced this proportion from 3.42 to 2.23, which means that we are using 1.19 less tonnes of carbon dioxide to make £1 million of turnover.

## CO2 (in tonnes) per £ million



## TARGETS

Reduce energy use by a further 5% by 2017

Put in place better tools to monitor waste streams

Continue to introduce further paper use reduction methods

Ensure all new builds are SAP rated 80 or above

Evaluate options to install electric car charging point

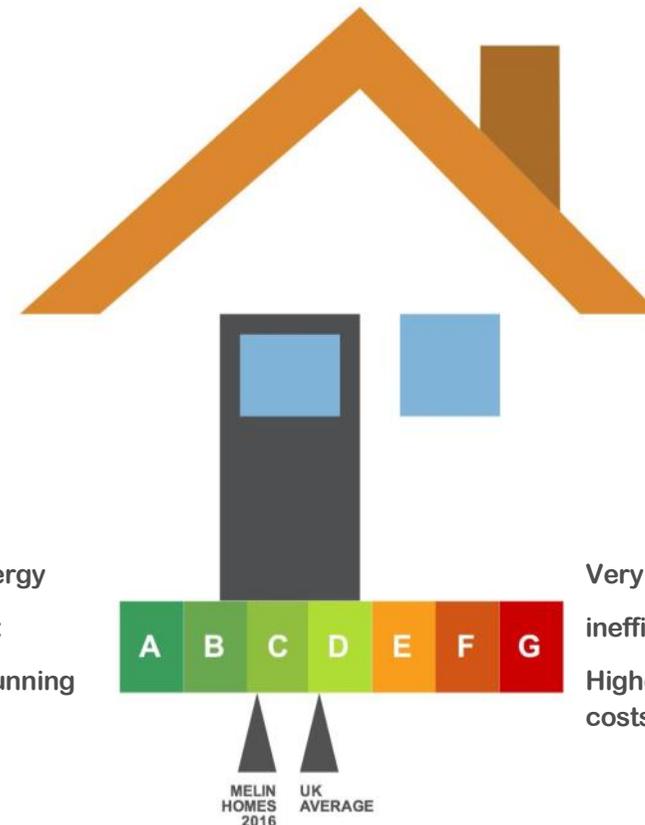


## SAP RATINGS

Standard Assessment Procedure ratings measure the energy efficiency of homes in the UK. We work to ensure our new build homes are built to the highest efficiency we can achieve. However, our current score also includes the stock of older houses which are less energy efficient. This is why we work hard to retrofit energy efficiency measures to these houses,

to improve the lives of tenants and residents by giving access to more money through cheaper energy bills.

A dip in our energy efficient homes was due to a new and more difficult measurement process. The UK average SAP rating is 59 and so we are proud to be supporting homes well above the national average.



# STAFF COMMUNITY

At Melin Homes we encourage our staff to participate in community projects. 85% of Melin staff help out at volunteer days, contributing to local communities and raising awareness for social campaigns.

## PARTNER SCHOOLS

At Melin, we work with schools to create partnerships with local voluntary organisations, providing activity and nutrition sessions to promote health. We work with the wider community as well as tenants and residents. Last year, we held a total of 58 community events which ranged from community clean-ups, football tournaments to community fun days. At these events, we engaged with 1,590 residents and tenants, partners and members of the wider community.

## DEVELOPMENT



## STAFF WELL-BEING

Melin's Health and Well-being initiative, Zest, is aimed at improving the well-being of staff within the organisation and specifically at improving attendance and retention, reducing sickness rates and increasing commitment and satisfaction from staff.

## ACCESSIBILITY

We want to make sure that everybody in Wales has the opportunity to interact with us. We offer our newsletter in large print, Braille, on CD or explained in a different language. Currently, around 5% of our staff can speak Welsh. We encourage our staff to learn phrases through bilingual labels around the office and posters to teach useful phrases for use in conversation.



## DIVERSITY

Melin is committed to ensuring that Equality and diversity is at the forefront of all our services and has developed an 'Equality Promise' which represents Melin's Single Equality Scheme and sets out our achievements and aspirations for the future. We advertise for our job vacancies using local agents.

This ensures that Melin Homes employs local people.

There is also help for staff to access childcare. The majority of Melin staff are local. In 2014, 81% of Melin staff live less than 20 miles away from our office.

# RESIDENTS AND TENANTS

Melin Homes believes that keeping communities tidy and free of litter contributes to a pleasant lifestyle. We have collaborated with Tidy Towns to help combat litter and plant flowers to promote biodiversity and encourage people to get outdoors. The project is funded by the Welsh Government and the money is used to buy protective clothing and hire skips.

Last year we organised 30 Tidy Town clean up days with 222 tenants engaging in improving the local communities. Tenants and residents collected enough rubbish to fill 40 refuse skips.

## STAR SURVEY

The STAR survey is an opportunity for our tenants and residents to evaluate the Melin Homes service. We value everyone's opinion as we strive to be responsive to change and flexible in approach. The STAR survey scores for individual services at Melin Homes and these scores are added together to provide an overall satisfaction figure. Our Star survey score for 2015-2016 was 90.1%, up 6.5 points from 2014-2015.

## Y PRENTIS

Melin delivers a shared apprenticeship scheme across South East Wales with Monmouthshire Council and Construction Skills Wales. The scheme works by placing apprentices with a range of contractors, learning a range of skills and providing contractors the opportunity to meet their training requirement on short term contracts. The scheme has provided apprenticeship placements to 101 trainees.

## OUR ACHIEVEMENTS

The Corporate Health Standard is the national quality mark for workplace health promotion across Wales. We have now become the second Housing Association in Wales and only the 11th employer in Wales to achieve the Platinum standard. In order to achieve the Platinum Standard, we had to demonstrate how we promote health and wellbeing in the community.

We also won Sustainable Business of the Year at the inaugural Sustain Wales Awards. The awards highlight the achievements of individuals, community groups, businesses and third sector organisations to inspire change and create a positive impact. We were awarded Sustainable Business for our work with the Welsh Government to improve the energy efficiency of 5,000 homes in South Wales. The Sustain Wales Awards began in 2015 and so we were the first to receive this prestigious award.

